ЗАВДАННЯ НА ОПРАЦЮВАННЯ

1. Warm-up speaking activity

Work in pairs.

Discuss:

- what makes hotel communication professional;
- how hotel staff should speak with guests;
- what problems guests may have.

2. Reception desk role-play

Situation:
A tourist arrives at the hotel for check-in.

Student A — receptionist.
Student B — guest.

Use:

- greeting;
- asking for documents;
- explaining hotel facilities;
- answering guest questions.

3. Listening and communication task

Listen to a hotel conversation.

After listening:

- identify guest requests;
- explain how the receptionist responds;
- repeat useful communication phrases.

4. Dialogue completion

Receptionist: Good evening. Welcome to our hotel.
Guest: _____
Receptionist: Do you have a reservation?
Guest: _____
Receptionist: Breakfast is served from 7 to 10 a.m.
Guest: _____

Practice the dialogue with a partner.

5. Group discussion

Topic: “How should hotel staff communicate with international guests?”

Discuss:

- politeness;
- cultural differences;
- problem-solving;
- professional behaviour.

6. Functional language task

Match guest situations with appropriate responses.

Situation	**Hotel response**
asking for Wi-Fi password	
requesting room service	
asking for directions	
complaining about noise	
requesting late check-out	

7. Problem-solving simulation

Situation: A guest is unhappy because the room is not ready.

Students should:

- apologize;
- explain the situation;
- offer alternatives;
- communicate politely.

8. Telephone communication practice

Students practice hotel phone conversations.

Situations:

- booking a room;

- asking about services;
- confirming reservation;
- requesting additional facilities.

9. Hotel service presentation

In small groups students prepare a short presentation: “Our hotel services for tourists”.

Include:

- accommodation;
- restaurant;
- entertainment;
- customer support.

ДОМАШНЄ ЗАВДАННЯ

Homework 1. Video role-play

Record a dialogue: “Hotel check-in communication”.

Include:

- greeting;
- reservation confirmation;
- explaining services;
- polite closing.

Time: 1–2 minutes.

Homework 2. Dialogue writing

Write a conversation between:

- receptionist;
- hotel guest.

Situation: The guest asks about hotel services and facilities. (10–12 реплік)

Homework 3. Professional communication task

Write polite hotel phrases for:

1. пропозиція допомоги
2. пояснення правил готелю

3. відповідь на прохання гостя
4. вибачення за незручності
5. подяка за перебування

Homework 4. Reflection writing

Answer the questions:

1. Why is communication important in hotels?
2. How should hotel staff react to complaints?
3. What qualities should receptionists have?

(80–100 words)

Homework 5. Forum discussion

Topic: “What communication skills are most important for hotel employees?”

Students should:

- write 5–7 sentences;
- respond to one classmate.

Homework 6. Pair speaking task

Prepare a role-play: “Guest asking for hotel assistance”.

Include:

- explaining a problem;
- asking questions;
- giving recommendations;
- ending politely.

Present during the next class.